

CAPM Evaluation Methodology

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Background

- Research Libraries in the United States are building off-site facilities to address space constraints or shortages within the main library
- Existing service includes physical delivery from these facilities at the patron's request

CAPM Project

- The goal of the CAPM project is to develop efficient (i.e., cost-effective), real-time, enhanced browsing and search capabilities, through the Web, to off-site materials by using a combination of robotics, automated systems, and software

Conjoint Analysis

- Use of multi-attribute, stated preference techniques
- In choice experiments, often expressed as surveys, subjects state which alternatives (services or features) they most prefer; the alternatives are distinguished by their multi-attributes
- Choices between existing and future options

Table 2
Sample Choice Question

Of the three following systems, which do you prefer?

Attributes	Current System	System A	System B
Average Wait Time	6 hours	2 hours	20 minutes
Graphic Imaging	No	No	No
Full Text Search	No	No	No
User Cost (per semester)	\$0	\$70	\$110
Choose one:			

Decision Support System

- Integration LibQUAL+™, ProSeBiCA and CAPM methodologies
- LibQUAL+™ identifies “gaps” in current services
- ProSeBiCA provides framework for priorities and future services
- CAPM provide assessment of specific choices for implementing new service

Future Plans

- Proposal to Institute for Museum and Library Services
- Application of techniques at Bielefeld, Johns Hopkins and University of Texas at Austin
- Long-term service, perhaps offered through ARL